QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ½ OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-6   PROJECT MANAGEMENT AND QUALITY CONTROL

C-6.1 Project Manager	• 100% LMA dedicated Project Manager is provided • Project Manager attends all meetings • Project Manager responds to COTR calls within 24 hours • Account Executives will notify COTR regarding deviations in performance within 24 hours of their occurrence.	Performance Requirement Deviation Notification	Managers accountable for each of the contractor functions will e-mail the project manager anytime a performance deviation occurs within his/her respective department	Project Manager	Project Manager	Ongoing	• Program Manager • Account Executives
		Account Executive Status Report	Provides a documented tool for the Project Manager to quickly review current activity within each agency and ongoing or upcoming issues. Is compiled by the Account Executive.	Account Executive	Project Manager	Monthly	• Program Manager
		Project Manager Phone Log	Notebook in which incoming calls are logged to ensure responsiveness within the required 24 hour timeframe	Project Manager	Project Manager	Ongoing	

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY							
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS
C-6 PROJECT MANAGEMENT AND QUALITY CONTROL							
C-6.2 Agency Specific Key Personnel	• 1 100% dedicated Account Executive is provided for NPS and OSM • 1 100% dedicated Account Executive is provided for FWS and COE • Account Executives attend all of their respective agencies' meetings • Account Executives respond to COTR calls within 24 hours • 1 lead CSR is provided for NPS; 1 additional CSR is provided for NPS • 1 lead CSR is provided for FWS • 1 lead CSR is provided for COE and OSM	Account Executive Phone Log	Notebook in which incoming calls are logged to ensure responsiveness within the required 24 hour timeframe	Account Executive	Project Manager	Ongoing	• Program Manager • Customer Service Supervisor

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-6   PROJECT MANAGEMENT AND QUALITY CONTROL

		100% Dedicated LMA Phone Queue	Ensures LMA calls will be answered by LMA CSRs only. (NPS calls may sometimes be answered by the FWS CSR; however, all calls will be answered by CSRs within the LMA accounts only.)	Customer Service Manager	Project Manager	Ongoing	• Customer Service Supervisor • Account Executives
C-6.3 Environmental Performance Coordinator	• An Environmental Performance Coordinator is identified and available to the COTRs			Environ. Perf. Coord.	Project Manager	Ongoing	• Account Executives
C-6.6 Operations Manual and Checklist	• Operations Manual is provided upon contract award • Operations Manual is updated annually • Checklist of work functions is provided and updated annually	Standard Operating Procedures (SOP)	SOPs are maintained by each department and contain information on how their departments function	Project Manager	Project Manager	Annually	• Program Manager • Account Executives • All Dept. Managers

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ⅟₁₀OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-6 PROJECT MANAGEMENT AND QUALITY CONTROL

C-6.8 Quality Control Plans	• Account Executives will notify COTR regarding deviations in performance within 24 hours of their occurrence.	Performance Requirement Deviation Notification	Managers accountable for each of the contractor functions will e-mail the project manager anytime a performance deviation occurs within his/her respective department	Project Manager	Project Manager	Ongoing	• Program Manager • Account Executives
	• Provide comment card report to COTR monthly (electronically, web)	Comment Card Report	Compiles customer responses from comment cards, separated into functional areas, including product delivery, shipment accuracy, and customer service professionalism.	Commun. Coord.	Project Manager	Monthly	• Customer Service Manager • Account Executives • Customer Service Quality Assurance Manager • Customer Service Supervisor • Distribution Manager
	• Reference the comprehensive plans for details on each major contractor function with regard to quality control						

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₀OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

C-7.1.A Manufacture	• 100 percent compliance to specifications • 0.05 percent product defect rate • 10 percent examination of each fabric dye lot	Subcontractor Certification	Method by which subcontractor quality control processes are certified.	Contract Manager	Project Manager	Each subcontractor onsite visit	• Sourcing Manager • Purchasing Manager • Quality Manager
		In-line Auditing	Auditors review samplings for quality at various stages in the production process on every internally manufactured item.	Facility Manager	Project Manager	Each production run	• Quality Manager
		Final Quality Control Inspection	Auditors conduct a finished good audit on a sampling of garments from each production run.	Facility Manager	Project Manager	Each production run	• Quality Manager
		Supplier Rating Report	Determines rating for subcontractors based on past performance; establishes inspection sampling plans.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager • Sourcing Manager • Purchasing Manager • Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS
C-7 MANUFACTURE AND DISTRIBUTE							
C-7.1.B First Article Test and Inspection	• 100% submission of first article samples	Final Sample Sign Off	Prior to production a final sample is signed off on by both Uniform Solutions and the agency COTR. Upon approval, production begins.	Account Executive	Project Manager	Each new item	• Merchandise Manager
		Production Sample Comparison	Upon receipt of first shipment of new product, a production sample from the shipment is compared to the signed off final sample and becomes the 1st article sample.	Account Executive	Project Manager	Each new item	• Merchandise Manager
		Distribution Center Incoming Shipment Inspection	Auditors inspect product samplings (quantity based on supplier rating) from each production run against specifications and first article samples.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager
		Supplier Rating Report	Determines rating for subcontractors based on past performance; establishes inspection sampling plans.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager • Sourcing Manager • Purchasing Manager • Account Executives
C-7.1.C Comprehensive Plan							

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	½ OVERALL	FREQUENCY OF USE	INTERACTIONS
1. Level of Stocking of Raw Materials	• Maintain 4 weeks of dyed fabrics; maintain 4 weeks of undyed fabric	*Logility* Forecasting Software	Calculates fabric and trim needs based on forecasts for finished uniform components.	Forecast Manager	Project Manager	Monthly	• Purchasing Manager • Product Planners/Buyers
		Fabric Needs Plan	Indicates rolling 12 month fabric needs based on style level yards per unit (YPU).	Fabric Purchasing Manager	Project Manager	Monthly	• Purchasing Manager • Forecast Manager • Product Planners/Buyers
2. Inspection Systems	• 100 percent compliance to specifications • 0.05 percent product defect rate • 10 percent examination of each fabric dye lot	Subcontractor Certification	Method by which subcontractor quality control processes are certified.	Contract Manager	Project Manager	Each subcontractor onsite visit	• Sourcing Manager • Purchasing Manager • Quality Manager
		In-line Auditing	Auditors review samplings for quality at various stages in the production process on every internally manufactured item.	Facility Manager	Project Manager	Each production run	• Quality Manager
		Final Quality Control Inspection	Auditors conduct a finished good audit on a sampling of garments from each production run.	Facility Manager	Project Manager	Each production run	• Quality Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅓OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	ACCOUNTABILITY OVERALL	FREQUENCY OF USE	INTERACTIONS
		Supplier Rating Report	Determines rating for subcontractors based on past performance; establishes inspection sampling plans.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager • Sourcing Manager • Purchasing Manager • Account Executives
3. Storage and Turnover of Finished Goods	• 100% FIFO	Bar Coded Reserve Stock	Ensures warehouse personnel know location and age of all reserve stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
		Bar Coded Picking Bins	Ensures warehouse personnel know location of all picking stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
4. Matching Goods to Customer Orders and Distribution Procedures and Ability to Track and Account for Uniform	• 15 day standard order fulfillment; 45 day special order fulfillment • 98% order filling accuracy • 99.8 percent inventory accuracy	In-process Report	Identifies current orders in process to ensure order turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager
		Operations Meeting	Forum for key warehouse personnel to analyze order process flow, staffing needs, benchmark achievement and identify and plan for special projects/needs.	Distrib. Manager	Project Manager	Daily	• Warehouse Supervisor • Sewing Supervisor • Quality Audit Supervisor • Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

		Return Reason Analysis Report	Identifies returns due to shipment errors.	Distrib. Manager	Project Manager	Monthly	• Warehouse Supervisor • Account Executives • Program Manager
		Order Processing Quality Control Check	Order pullers compare package contents with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
		Packing Quality Control Check	Packers verify quantity, size and lot number with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
		Physical Inventory	Ensures perpetual inventory counts match booked inventory counts.	Distribution Manager	Project Manager	Annually	• Accounting Manager • Account Executives • Program Manager
		Cycle Count	Ensures scanned reserve stock counts match perpetual inventory counts	Warehouse Supervisor	Project Manager	Monthly	• Distribution Manager
		Bar Coded Reserve Stock	Ensures warehouse personnel know location and age of all reserve stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
		Bar Coded Picking Bins	Ensures warehouse personnel know location of all picking stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
C-7.1.D Uniform Components and Sizes							

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ⅟₁₀ OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
1. Level of Stocking of Raw Materials	• Maintain 4 weeks of dyed fabrics; maintain 4 weeks of undyed fabric	*Logility* Forecasting Software	Calculates fabric and trim needs based on forecasts for finished uniform components.	Forecast Manager	Project Manager	Monthly	• Purchasing Manager • Product Planners/Buyers
		Fabric Needs Plan	Indicates rolling 12 month fabric needs based on style level yards per unit (YPU).	Fabric Purchasing Manager	Project Manager	Monthly	• Purchasing Manager • Forecast Manager • Product Planners/Buyers
2. Minimum and Maximum Stocking Levels of Finished Goods	• Maintain 8 weeks of safety stock on items other than core inventory uniform components • Provide annual safety stock levels to the COTR	*Logility* Forecasting Software	Calculates safety stock needs at the SKU level based on forecasts.	Forecast Manager	Project Manager	Developed Monthly Submitted Annually	• Purchasing Manager • Product Planners/Buyers • Account Executives
3. Determination of Usage History	• Provide annual 12 month forecast to COTR • Develop monthly forecasts	Pace of Sales Report	Details past 36 months of demand sales history by style by month; used to validate the forecast by month.	Account Executive	Project Manager	Developed Monthly Submitted Annually	• Forecast Manager
		Forecast Accuracy Report	Identifies sales trends, provides accuracy percentage by month and quarter; indicates forecast areas in need of immediate attention.	Forecast Manager	Project Manager	Monthly	• Account Executives • Purchasing Manager • Program Manager • President

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₀OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
4. Matching Goods to Customer Orders	• 15 day standard order fulfillment; 45 day special order fulfillment • 98% order filling accuracy	In-process Report	Identifies current orders in process to ensure order turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager
		Operations Meeting	Forum for key warehouse personnel to analyze order process flow, staffing needs, benchmark achievement and identify and plan for special projects/needs.	Distrib. Manager	Project Manager	Daily	• Warehouse Supervisor • Sewing Supervisor • Quality Audit Supervisor • Account Executives
		Return Reason Analysis Report	Identifies returns due to shipment errors.	Distrib. Manager	Project Manager	Monthly	• Warehouse Supervisor • Account Executives • Program Manager
		Order Processing Quality Control Check	Order pullers compare package contents with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
		Packing Quality Control Check	Packers verify quantity, size and lot number with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
5. Distribution Procedures and Ability to Track and Account for Uniform Comp.	• 99.8 percent inventory accuracy	Physical Inventory	Ensures perpetual inventory counts match booked inventory counts.	Distrib. Manager	Project Manager	Annually	• Acct. Mgr. • Account Executives • Program Manager
		Cycle Count	Ensures scanned reserve stock counts match perpetual inventory counts	Warehouse Supervisor	Project Manager	Monthly	• Distribution Manager
		Bar Coded Reserve Stock	Ensures warehouse personnel know location	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ⅟₀ OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
			and age of all reserve stock; maintained in system				
		Bar Coded Picking Bins	Ensures warehouse personnel know location of all picking stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
C-7.1.E Core Inventory Uniform Components							
1. Level of Stocking of Raw Materials	• Maintain 4 weeks of dyed fabrics; maintain 4 weeks of undyed fabric	*Logility* Forecasting Software	Calculates fabric and trim needs based on forecasts for finished uniform components.	Forecast Manager	Project Manager	Monthly	• Purchasing Manager • Product Planners/Buyers
		Fabric Needs Plan	Indicates rolling 12 month fabric needs based on style level yards per unit (YPU).	Fabric Purchasing Manager	Project Manager	Monthly	• Purchasing Manager • Forecast Manager • Product Planners/Buyers

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ⅓OVERALL	**FREQUENCY OF USE**	**INTERACTIONS**

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
2. Minimum and Maximum Stocking Levels of Finished Goods	• Maintain 20 weeks of safety stock of core inventory uniform shirts and pants • Maintain 16 weeks of safety stock of core inventory uniform belts • Maintain 12 weeks of safety stock of core inventory uniform caps • Provide annual safety stock levels to the COTR	*Logility* Forecasting Software	Calculates safety stock needs at the SKU level based on forecasts.	Forecast Manager	Project Manager	Developed Monthly Submitted Annually	• Purchasing Manager • Product Planners/Buyers • Account Executives
3. Determination of Usage History	• Provide annual 12 month forecast to COTR • Develop monthly forecasts	Pace of Sales Report	Details past 36 months of demand sales history by style by month; used to validate the forecast by month.	Account Executive	Project Manager	Developed Monthly Submitted Annually	• Forecast Manager
		Forecast Accuracy Report	Identifies sales trends, provides accuracy percentage by month and quarter; indicates forecast areas in need of immediate attention.	Forecast Manager	Project Manager	Monthly	• Account Executives • Purchasing Manager • Program Manager • President

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₀OVERALL		FREQUENCY OF USE	INTERACTIONS

C-7 MANUFACTURE AND DISTRIBUTE

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	ACCOUNTABILITY OVERALL	FREQUENCY OF USE	INTERACTIONS
4. Matching Goods to Customer Orders	• 15 day standard order fulfillment; 45 day special order fulfillment	In-process Report	Identifies current orders in process to ensure order turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager •
	• 98% order filling accuracy	Operations Meeting	Forum for key warehouse personnel to analyze order process flow, staffing needs, benchmark achievement and identify and plan for special projects/needs.	Distrib. Manager	Project Manager	Daily	• Warehouse Supervisor • Sewing Supervisor • Quality Audit Supervisor • Account Executives
		Return Reason Analysis Report	Identifies returns due to shipment errors.	Distrib. Manager	Project Manager	Monthly	• Warehouse Supervisor • Account Executives • Program Manager
		Order Processing Quality Control Check	Order pullers compare package contents with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
		Packing Quality Control Check	Packers verify quantity, size and lot number with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
C-7.1.I Name Tags, Bars and Disk	• 100 percent compliance with specifications	Distribution Center Incoming Shipment Inspection	Auditors inspect product samplings (quantity based on supplier rating) from each production run against specifications and first article samples.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager
		Supplier Rating Report	Determines rating for subcontractors based on past performance; establishes inspection sampling plans.	Quality Audit Supervisor	Project Manager	Each production run	• Quality Manager • Sourcing Manager • Purchasing Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ½ OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-7 MANUFACTURE AND DISTRIBUTE

							• Account Executives
		Subcontractor Survey	Ensures environmental compliance of all subcontractor facilities	Contract Manager	Project Manager	Annually	• Environmental Coordinator
							• Safety Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	½OVERALL	FREQUENCY OF USE	INTERACTIONS
C-8.A Comprehensive Plan	• 100 percent accuracy of LMA transmitted information • Website updates completed within 5 days of COTR notification • Transmission errors corrected within 48 hours • Provide comment card report to COTR monthly	Transmission Validation Report	Ensures data received in LMA transmissions is formatted properly.	Systems Analyst	Project Manager	Weekly	• Account Executives
		Data Validation Report	Identifies changes and/or additions to allowances received through LMA transmissions.	Systems Analyst	Project Manager	Weekly	• Account Executives
		Website Update Form	Lists new or changed information to be incorporated onto the Website.	Account Executive	Project Manager	As Needed	• Web Operations Manager
		In-process Report	Identifies current orders, returns and exchanges in process to ensure turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager

				ACCOUNTABILITY		FREQUENCY	
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**INTERNAL ½ OVERALL**		**OF USE**	**INTERACTIONS**

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
		Consolidated Uniform Allowance Report	Identifies all permanent employees, allowance authorization; requires LMA personnel to verify allowance setup for new fiscal year.	Systems Analyst	Project Manager	Annually	• Account Executives • Customer Service Supervisor • Program Manager
2. Billing for Charges in Excess of Authorized Amounts	• 100 percent accuracy	System-Generated Maximum Allowance Level	Prevents employees from exceeding their authorized allowance.	Systems Analyst	Project Manager	Daily	• Account Executive
		Invoices	Separates allowance purchases from employee purchases	Accounting Clerk	Project Manager	Monthly	• Accounting Manager • Account Executive
3. Accounting for Initial and Replacement Allowances	• 100 percent accuracy of LMA transmitted information	Data Validation Report	Identifies changes and/or additions to allowances received through LMA transmissions.	Systems Analyst	Project Manager	Weekly	• Account Executives
		Consolidated Uniform Allowance Report	Identifies all permanent employees, allowance authorization; requires LMA personnel to verify allowance setup for new fiscal year.	Systems Analyst	Project Manager	Annually	• Account Executives • Customer Service Supervisor
4. Steps and Processes for Archiving Data	• Archives data provided annually at closeout completion	Archive Log	Identifies time and date that data is archived.	Systems Analyst	Project Manager	Annually	• Account Executives
5. Maintaining Organization Codes	• 100 percent accuracy of LMA transmitted information	Data Validation Report	Identifies changes and/or additions to organization codes received through LMA transmissions.	Systems Analyst	Project Manager	Weekly	• Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
6. Billing for Agency Locations	• 100 percent accuracy	Invoices	Separates allowance purchases from Agency location purchase.	Account. Clerk	Project Manager	Monthly	• Accounting Manager • Account Executives
7. System Backup	• Backup files provided quarterly by 10th of the month	Backup Log	Identifies time and date that data is backed up.	Systems Analyst	Project Manager	Quarterly	• Account Executives
8. Data Interchange	• 100 percent accuracy of LMA transmitted information	Transmission Validation Report	Ensures data received in LMA transmissions is formatted properly.	Systems Analyst	Project Manager	Weekly	• Account Executives
9. Confidentiality of Information	• 100 percent secure information	Access Authorization	Requires user identification and password, and establishes information access protocols based on job function.	System Admin.	Project Manager	Daily	• Business Systems Manager
10. User Support	• Disruptions resolved within 24 hours	Disruption of Service Notification	Form by which technical difficulties are communicated to appropriate personnel for action.	CSRs	Project Manager	As Needed	• Account Executive • Web Operations Manager
11. Returns, Exchanges and Refunds	• Returns and exchanges processed within 10 days • Refunds and credits processed within 10 days	Credit Card Adjustment Report	Lists credit card orders which require refunds.	CSRs	Project Manager	Daily	• Customer Service Supervisor
		Refund Report	Lists all orders (credit card, cash, check) which require refunds.	CSRs	Project Manager	Daily	• Customer Service Supervisor

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₂OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACC. INTERNAL	ACC. OVERALL	FREQUENCY OF USE	INTERACTIONS
		In-process Report	Identifies current orders, returns and exchanges in process to ensure turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager
C-8.2 WEBSITE							
C-8.2.C Website Management	• 100 percent accuracy of LMA transmitted information • Website updates completed within 5 days of COTR notification • Transmission errors corrected within 48 hours	Transmission Validation Report	Ensures data received in LMA transmissions is formatted properly.	Systems Analyst	Project Manager	Weekly	• Account Executives
C-8.3 ORDERS							
C-8.3.A Ordering	• 15 day standard order fulfillment; 45 day special order fulfillment	In-process Report	Identifies current orders in process to ensure order turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager
	• 98% order filling accuracy	Operations Meeting	Forum for key warehouse personnel to analyze order process flow, staffing needs, benchmark achievement and identify and plan for special projects/needs.	Distrib. Manager	Project Manager	Daily	• Warehouse Supervisor • Sewing Supervisor • Quality Audit Supervisor • Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅓OVERALL	FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
		Return Reason Analysis Report	Identifies returns due to shipment errors.	Distrib. Manager	Project Manager	Monthly	• Warehouse Supervisor • Account Executive • Program Manager
		Order Processing Quality Control Check	Order pullers compare package contents with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
		Packing Quality Control Check	Packers verify quantity, size and lot number with work order.	Warehouse Supervisor	Project Manager	Each individual order	• Distribution Manager
C-8.3.C Return, Exchange, and Refund Procedures	• Returns and exchanges processed within 10 days • Refunds and credits processed within 10 days • Website contains up-to-date return/exchange order status • Website contains procedures on making returns and exchanges	Credit Card Adjustment Report	Lists credit card orders which require refunds.	Customer Service Rep.	Project Manager	Daily	• Customer Service Supervisor
		Refund Report	Lists all orders (credit card, cash, check) which require refunds.	Customer Service Rep.	Project Manager	Daily	• Customer Service Supervisor
		In-process Report	Identifies current orders, returns and exchanges in process to ensure turnaround requirements are met.	Order Expeditor	Project Manager	Daily	• Warehouse Supervisor • Distribution Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₂OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
		Website Order Status Screen	Provides the most current status of return and exchange information	Systems Engineer	Project Manager	Ongoing	• Account Executives
		Website Bulletin Board	Place where all return/exchange procedures are posted	Web Operations Manager	Project Manager	Ongoing	• Account Executives
C-8.3.G Color Catalog	• Color catalog is produced and submitted by Oct. 1, 2000 • Color catalog is updated annually after initial development	Marketing Services Project Timeline	Provides a timeline for all key tasks required to produce a catalog	Advertis. Services Manager	Project Manager	Annually	• Account Executives
C-8.3.H Posters	• Poster is produced and submitted by Oct. 1, 2000 • Poster is updated biannnually after initial development	Marketing Services Project Timeline	Provides a timeline for all key tasks required to produce a poster	Advertis. Services Manager	Project Manager	Biannually	• Account Executive
C-8.4 UNIFORM ALLOWANCE CONTROL SYSTEM							

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅓ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
C-8.4.A Uniform Allowance Control System	• Returns and exchanges processed within 10 days • Refunds and credits processed within 10 days • Website contains up-to-date return/exchange order status	Credit Card Adjustment Report	Lists credit card orders which require refunds.	Customer Service Rep.	Project Manager	Daily	• Customer Service Supervisor
		Refund Report	Lists all orders (credit card, cash, check) which require refunds.	Customer Service Rep.	Project Manager	Daily	• Customer Service Supervisor
		Website Order Status Screen	Provides the most current status of return and exchange information	Systems Engineer	Project Manager	Ongoing	• Account Executives
C-8.4.B Posting Accounts	• Employee account shipments are not posted until acceptance is indicated by the employee or at the latest the 30 acceptance period following order receipt has expired	Actual Acceptance Report	Indicates which orders have actually been accepted by employees via a date entry on the website	Accounting Clerk	Project Manager	Each invoice period	• Account Executives • Accounting Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ½ OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

		Constructive Acceptance Report	Indicates which orders have been constructively accepted after expiration of the 30 days because the employee did not indicate actual acceptance	Accounting Clerk	Project Manager	Each invoice period	• Account Executives • Accounting Manager
C-8.4.C Shipping and Receipt Dates	• All order shipment dates are entered into the system • All order receipt dates are entered into the system	Shipping Manifest System	Updates employee order profiles immediately following the order being scanned out of the distribution center. This information then becomes available for viewing on the website	Shipper	Project Manager	Daily	• Distribution Manager
		Shipping Carrier Daily Downloads	Updates the Uniform Solutions system and populates order receipt fields in employee order profiles. This information then becomes available for viewing on the website	Systems Analyst	Project Manager	Daily	• Distribution Manager
C-8.4.F Notification	• Website notification of order status is available within 15-30 seconds of order placement • Back order delivery dates are updated daily and viewable via the website			Systems Analyst	Project Manager	Daily	• Account Executives • Product Planners/Buyers

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	ACCOUNTABILITY OVERALL	FREQUENCY OF USE	INTERACTIONS
C-8.4.G Notification of Garment Care	• Information on garment care and other aspects of the program are viewable on the website	Website Bulletin Board	Information on garment care and special program information or procedures are maintained on the website bulletin board.	Web Operations Manager	Project Manager	Ongoing	• Account Executives
		Website Catalog Screens	Information on garment care is provided for each uniform component	Web Operations Manager	Project Manager	Ongoing	• Account Executives
C-8.4.H Annual Allowance and Program Closeout		Consolidated Uniform Allowance Report	Identifies all permanent employees, allowance authorization; requires LMA personnel to verify allowance setup for new fiscal year.	Systems Analyst	Project Manager	Annually	• Account Executives • Customer Service Supervisor
		Closeout Schedule	Provides a timeline for each key task in the program closeout	Project Manager	Project Manager	Annually	• Account Executives • Customer Service Manager • Customer Service Supervisor • Program Manager • Distribution Manager • Systems Analyst
		Closeout Meeting or Conference Call with COTRs	Forum for review or discussion of close out schedule	Project Manager	Project Manager	Annually	• Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM							
		Biweekly Cross Functional Meeting	Ensures all affected dept. managers are aware of the schedule and requirements	Project Manager	Project Manager	Annually	• Account Executives • Customer Service Manager • Customer Service Supervisor • Program Manager • Distribution Manager • Systems Analyst
C-8.4.I Reports	▪ All required reports are available electronically within the timeframes specified	Report Schedule	Lists all required reports and their required due dates	Project Manager	Project Manager	Annually	• Account Executives • Program Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

C-9.1 Comprehensive Plan							
1. Procedures for Ordering Inventory	• 95 percent item completion ratio	Capacity Plans	Identifies amount of product needed to maintain inventory levels when product is demanded; allows development and execution of timely product procurement; plans fabric and open mfg. capacity.	Purchasing Manager	Project Manager	Monthly	• Sourcing Manager • Product Planners/Buyers
		Purchase Order Status Report	Identifies projected delivery dates to distribution center and units previously received at distribution center; tracks purchase orders; tracks subcontractor delivery performance to committed date.	Product Planners /Buyers	Project Manager	Daily	• Purchasing Manager
		Purchase Order without Acknowledgment Report	Identifies purchase orders with no acknowledgment from the subcontractor; requires subcontractor agreement with terms of purchase orders.	Product Planners /Buyers	Project Manager	Weekly	• Purchasing Manager
		Inventory Comparison Report	Compares unit forecasts vs. budget and actual sales; compares inventory forecasts vs. budget and actual on-hand inventory to determine if enough inventory is available.	Purchasing Manager	Project Manager	Monthly	• Purchasing/ Planning Director
		Completion Ratio Report	Identifies completion ratio by item for the current	Purchasing Manager	Project Manager	Monthly	• Account Executives

		QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY				
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₀OVERALL	FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY (Internal)	ACCOUNTABILITY (Overall)	FREQUENCY OF USE	INTERACTIONS
			month and YTD.				
		Vendor Performance Analysis Report	Identifies actual product lead time, number of shipments and cancellations per purchase order; compares subcontractor performance to agreed upon benchmarks; provides basis for subcontractor reviews.	Purchasing Manager	Project Manager	Quarterly	• Sourcing Manager • Quality Manager • Product Planners/Buyers
		Action Item Report	Alerts of fluctuations in demand which differ from forecast.	Product Planners /Buyers	Project Manager	Daily	• Purchasing Manager • Account Executive
		Backorder Status Report	Identifies items on backorder; sorted by date, employee, item number, size and age.	Product Planners /Buyers	Project Manager	Weekly	• Purchasing Manager • Account Executives •
2. Minimum and Maximum Stocking Levels of Finished Goods	• Maintain 8 weeks of safety stock • Maintain 20 weeks of safety stock of core inventory uniform shirts and pants • Maintain 16 weeks of safety stock of core inventory uniform belts • Maintain 12	*Logility* Forecasting Software	Calculates safety stock needs at the SKU level based on forecasts.	Forecast Manager	Project Manager	Developed Monthly Submitted Annually	• Purchasing Manager • Product Planners/Buyers

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ¼OVERALL		FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
	weeks of safety stock of core inventory uniform caps • Provide annual safety stock levels to the COTR						
	• 6 months of emblem safety stock is maintained • Emblems are always secured	Emblem Cycle Count Audit	Ensures perpetual inventory figures are correct; identifies if additional emblems are required.	Inventory Manager	Project Manager	Monthly	• Warehouse Supervisor • Product Planners/Buyers
		Emblem Report	Indicates number of emblems in inventory, number of emblems shipped and where they were shipped.	Product Planners/ Buyers Assistant	Project Manager	Monthly	• Product Planners/Buyers • Purchasing Manager
3. Determination of Usage History	• Provide annual 12 month forecast to COTR • Develop monthly forecasts	Pace of Sales Report	Details past 36 months of demand sales history by style by month; used to validate the forecast by month.	Account Executive	Project Manager	Develop Monthly Submit Annually	• Forecast Manager
		Forecast Accuracy Report	Identifies sales trends, provides accuracy percentage by month and quarter; indicates forecast areas in need of immediate attention.	Forecast Manager	Project Manager	Monthly	• Account Executives • Purchasing Manager • Program Manager • President
4. Methods and Controls of Storage	• 99.8 percent inventory	Bar Coded Reserve Stock	Ensures warehouse personnel know location	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ¼ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
	accuracy • 100 percent FIFO		and age of all reserve stock; maintained in system				
		Bar Coded Picking Bins	Ensures warehouse personnel know location of all picking stock; maintained in system	Warehouse Supervisor	Project Manager	Ongoing	• Distribution Manager
C-9.2 Inventory Review	• Provide annual report to COTR with size scale or component adjustment recommendation	Inventory Status Report	Identifies 5 years of sales history at the SKU level; used to determine if size scale or component adjustments are required, based on sales volume.	Account Executive	Project Manager	Annually	• Program Manager
	• 6 months of emblem safety stock is maintained • Emblems are always secured	Emblem Cycle Count Audit	Ensures perpetual inventory figures are correct; identifies if additional emblems are required.	Inventory Manager	Project Manager	Monthly	• Warehouse Supervisor • Product Planners/Buyers
		Emblem Report	Indicates number of emblems in inventory, number of emblems shipped and where they were shipped.	Product Planners/ Buyers Assistant	Project Manager	Monthly	• Product Planners/Buyers • Purchasing Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	**METRICS**	**MANAGEMENT TOOLS**	**DESCRIPTION**	**ACCOUNTABILITY** INTERNAL ½OVERALL		**FREQUENCY OF USE**	**INTERACTIONS**

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

	• Maintain 8 weeks of safety stock • Maintain 20 weeks of safety stock of core inventory uniform shirts and pants • Maintain 16 weeks of safety stock of core inventory uniform belts • Maintain 12 weeks of safety stock of core inventory uniform caps • Provide annual safety stock levels to the COTR	*Logility* Forecasting Software	Calculates safety stock needs at the SKU level based on forecasts.	Forecast Manager	Project Manager	Monthly	• Purchasing Manager • Product Planners/Buyers
	• Provide annual 12 month forecast to COTR • Develop monthly forecasts	Pace of Sales Report	Details past 36 months of demand sales history by style by month; used to validate the forecast by month.	Account Executive	Project Manager	Developed Monthly Submitted Annually	• Forecast Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅓ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY (INTERNAL)	ACCOUNTABILITY (OVERALL)	FREQUENCY OF USE	INTERACTIONS
	• 95 percent item completion ratio	Forecast Accuracy Report	Identifies sales trends, provides accuracy percentage by month and quarter; indicates forecast areas in need of immediate attention.	Forecast Manager	Project Manager	Monthly	• Account Executives • Purchasing Manager • Program Manager • President
		Capacity Plans	Identifies amount of product needed to maintain inventory levels when product is demanded; allows development and execution of timely product procurement; plans fabric and open manufacturing capacity.	Purchasing Manager	Project Manager	Monthly	• Sourcing Manager • Product Planners/Buyers
		Purchase Order Status Report	Identifies projected delivery dates to distribution center and units previously received at distribution center; tracks purchase orders; tracks subcontractor delivery performance to committed date.	Product Planners /Buyers	Project Manager	Daily	• Purchasing Manager
		Purchase Order without Acknowledgment Report	Identifies purchase orders with no acknowledgment from the subcontractor; requires subcontractor agreement with terms of purchase orders.	Product Planners /Buyers	Project Manager	Weekly	• Purchasing Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½OVERALL		FREQUENCY OF USE	INTERACTIONS

C-9 UNIFORM INVENTORY AND CONTROL SYSTEM

		MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	ACCOUNTABILITY OVERALL	FREQUENCY OF USE	INTERACTIONS
		Inventory Comparison Report	Compares unit forecasts vs. budget and actual sales; compares inventory forecasts vs. budget and actual on-hand inventory to determine if enough inventory is available.	Purchasing Manager	Project Manager	Monthly	• Purchasing/ Planning Director
		Completion Ratio Report	Identifies completion ratio by item for the current month and YTD.	Purchasing Manager	Project Manager	Monthly	• Account Executives
		Vendor Performance Analysis Report	Identifies actual product lead time, number of shipments and cancellations per purchase order; compares subcontractor performance to agreed upon benchmarks; provides basis for subcontractor reviews.	Purchasing Manager	Project Manager	Quarterly	• Sourcing Manager • Quality Manager • Product Planners/Buyers
		Action Item Report	Alerts of fluctuations in demand which differ from forecast.	Product Planners /Buyers	Project Manager	Daily	• Purchasing Manager • Account Executive
		Backorder Status Report	Identifies items on backorder; sorted by date, employee, item number, size and age.	Product Planners /Buyers	Project Manager	Weekly	• Purchasing Manager • Account Executives
	• Website notification of order status is available within 15-30 seconds of order placement	Website Order Status Screen	Provides item availability notification within 15-30 seconds.	Systems Analyst	Project Manager	Daily	• Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
C-10.1 CUSTOMER SERVICE							
C-10.1.A Comprehensive Plan	• 1 lead CSR is provided for NPS, 1 additional CSR is provided for NPS • 1 lead CSR is provided for FWS • 1 lead CSR is provided for COE and OSM	100% Dedicated LMA Phone Queue	Ensures LMA calls will be answered by LMA CSRs only. (NPS calls may sometimes be answered by the FWS CSR; however, all calls will be answered by CSRs within the LMA accounts only.)	Customer Service Manager	Project Manager	Ongoing	• Customer Service Supervisor • Account Executives

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ½ OVERALL		FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

	• 100 percent inquiry response within 24 hours • 98 percent inquiry resolution within 24 hours • Remaining 2 percent inquiry resolution within 3 business days • 97.1 percent of calls are answered on first ring • Provide quarterly customer service representative review to the COTR	Web-based Response Module	Generates reports that separate responses into topics; monitors trends by topic, individual and response time.	CSRs	Project Manager	Monthly	• Customer Service Manager • Customer Service Quality Assurance Manager • Customer Service Supervisor • Account Executives • Program Manager
		Telephone Report	Tracks number of incoming calls, hold time and hang-ups.	CSRs	Project Manager	Daily	• Customer Service Manager • Customer Service Representative
		Email Response Log	Tracks unopened and unresponded email.	Customer Service Supervisor	Project Manager	Daily	• Customer Service Manager • Customer Service Representative • Customer Service Quality Assurance Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₁₀OVERALL		FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY (INTERNAL)	ACCOUNTABILITY (OVERALL)	FREQUENCY OF USE	INTERACTIONS
		Communications Audits	Audits performance of customer service representatives during written and verbal interaction with customer (courtesy, knowledge, professionalism)	Customer Service Quality Assurance Manager	Project Manager	Weekly	• Customer Service Representative • Customer Service Supervisor
		Performance Report	Identifies outcomes of communications audits of each customer service representative	Customer Service Quality Assurance Manager	Project Manager	Quarterly	• Customer Service Manager • Customer Service Supervisor • Account Executive • Project Manager • Customer Service Representative • Program Manager
C-10.1.B Communication System(s)	• 3 distinct toll free numbers are provided • 32 phone lines are accessible to manage the 3 phone numbers • Agency specific e-mail addresses are provided	Web-based Response Module	Generates reports that separate responses into topics; monitors trends by topic, individual and response time.	CSRs	Project Manager	Monthly	• Customer Service Manager • Customer Service Quality Assurance Manager • Customer Service Supervisor • Account Executives • Project Manager • Program Manager
		Telephone Report	Tracks number of incoming calls, hold time and hang-ups.	Customer Service Supervisor	Project Manager	Daily	• Customer Service Manager • Customer Service Representative

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅓OVERALL	FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
		Email Response Log	Tracks unopened and unresponded email.	Customer Service Supervisor	Project Manager	Daily	• Customer Service Manager • Customer Service Representative • Customer Service Quality Assurance Manager
C-10.2 RESEARCH AND SPECIAL NEEDS							
C-10.2.A Comprehensive Plan							
1. New Product Development	• Quarterly submission of product innovation report to COTR • Provide annual committee meeting innovation update (based on quarterly innovation report)	Product Innovation Report	Identifies new product developments, process improvements and environmentally preferable materials.	Merchand. Manager	Project Manager	Quarterly	• General Merchandise Manager • Account Executives • Program Manager

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ⅟₀OVERALL		FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	INTERNAL	OVERALL	FREQUENCY OF USE	INTERACTIONS
	• Develop commercially available products within 11-15 weeks • Develop non-commercially available products within 15-23 weeks • Provide wear test evaluation synopsis provided to COTR • Conduct lab test on new apparel items or fabrics	Research Laboratory	Analyze and test fabrics and garments.	Technical Service Advisors	Project Manager	As Needed	• Account Executive
		Lab Test Results	Provides synopsis of results of lab testing performed	Account Executive	Project Manager	As needed	• Service Advisor
		Wear Test Evaluation Form	Lists evaluation factors and results of wear testing.	Account Executive	Project Manager	As Needed	• Merchandise Manager
		Product Form	Tracks entire product development cycle.	Merchand. Manager	Project Manager	As Needed	• Account Executives
2. Discontinued Product Disposition	• Quarterly sales review provided to COTR • Sale offered for maximum of 1 year	Quarterly Sales Review Report	Identifies the sales volume of discontinued items.	Account Executive	Project Manager	Quarterly (as needed)	

QUALITY CONTROL AND PERFORMANCE REQUIREMENTS SUMMARY						
REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL ¼OVERALL		FREQUENCY OF USE	INTERACTIONS

C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS

REQUIRED SERVICE	METRICS	MANAGEMENT TOOLS	DESCRIPTION	ACCOUNTABILITY INTERNAL	¼OVERALL	FREQUENCY OF USE	INTERACTIONS
		Final Buyout Packing List	Identifies items, sizes, quantities and associated costs for discontinued buyout items	Account Executive	Project Manager	As Needed	
C-10.2.B Research and Development	• Quarterly submission of product innovation report to COTR • Provide annual committee meeting innovation update (based on quarterly innovation report)	Product Innovation Report	Identifies new product developments, process improvements and environmentally preferable materials.	Merchand. Manager	Project Manager	Quarterly	• General Merchandise Manager • Account Executives • Program Manager
C-10.2.C Wear Tests	• Conduct wear test on new or revised items	Wear Test Evaluation Form	Lists evaluation factors and results of wear testing.	Account Executive	Project Manager	As Needed	• Merchandise Manager
	• Conduct lab test on new apparel items or fabrics	Lab Test Results	Provides synopsis of results of lab testing performed	Account Executive	Project Manager	As needed	• Service Advisor

Attachment F (6)
Quality Control and Performance Requirements Summary
Environmental Plan
6/28/00

Introduction

VF Workwear (VFWW) understands LMA's commitment to the environment and wants to develop a similar commitment. Although today our commitment relates primarily to compliance, we are already making strides toward preferability, especially in garments. We believe our environmental plan will be a "work in process" as we partner with LMA and benefit from its mentoring.

Environmental Compliance

A. *Areas of environmental regulatory concern for facilities within VF's corporate control.*

Concern	Resolution
Bio hazard containment	Bio hazard containers at each facility
Waste minimization	Recycle bins for paper, cardboard, some fabric, waste oils, parts cleaning fluids, scrap metals, used oil filters
Spill containment	Overpacks or coffer dams utilized; clean up equipment available
Fluorescent lightbulb disposal	Bulbs are recycled; outside source utilized for proper disposal
Use of cleaning supplies	
Use of gas/battery powered machinery	Battery powered tow motors are utilized
Disposal of tires and batteries	Batteries recycled; outside source utilized for proper disposal
Drainage in floors	Drainage into city sewage lines

B. *Environmental compliance record for facilities within VF's corporate control which perform work for LMA.*

Applicable Regulations	Mt. Pleasant (Mfg)	Brownsville (Mfg)	Freeland (Distribution Ctr.)
Storm Water Run-off	Compliant	Compliant	Leased facility
Clean Water Act	Compliant	Compliant	Leased facility
Clean Air Act	Compliant	Compliant	Leased facility

C. *Environmental permits for facilities within VF's corporate control which perform work for LMA.*

Based on the type of work performed in these facilities, the following permits are maintained:

Permits	Mt. Pleasant (Mfg)	Brownsville (Mfg)	Freeland (Distribution Ctr.)
Storm Water Permit	NA (based on facility size)	NA (based on facility size)	Leased facility
Certificate of Assurance (for licensed hazardous waste hauler)	X	X	Leased facility
Letters to facility's state indicating Clean Air and Storm Water compliance	X	X	Leased facility

D. *Summary statement on VF WW's efforts with subcontractor environmental compliance and preferability*

Although, not currently a standard process with our subcontractors, we commit to the following for the LMA contract:

VF WW will work with subcontractors manufacturing LMA product to assist in their environmental compliance and preferability. We will include confirmation of environmental compliance as part of our annual subcontractor review. In addition, we will encourage subcontractors to pursue environmentally preferable materials both in processes and in product. Lastly, along with price, quality, and country of origin factors, we will select new subcontractors who demonstrate environmental compliance and preferability above those that do not.

<div align="center">Pollution Prevention</div>

A. *Corporate goals and status of pollution prevention*

VFWW's pollution prevention goal is to ensure that each of its facilities prevents pollution of the air, the soil, and the water by managing and annually auditing its processes for potential damage to the environment.

By performing annual audits, we are able to determine if the purchase of new equipment or changes in process may have potentially damaging effects on the environment or if the facility's permit requirements have changed.

The facilities currently manufacturing and distributing LMA products have minimal potential pollution issues. The manufacturing plants contain boilers which release steam into the air but which contain no chemicals or pollutants. Potential storm water run off is minimal and requires no permit for the manufacturing facilities because of their size. There are no water reservoirs in close proximity of these facilities. The distribution center storm water run-off is managed by the owner of the building. (VFWW only leases the facility.) VFWW will work with the owner of the building to ensure any required permits are in place. There are no floor drains in the distribution facility, ensuring soil and potential water pollution prevention. Within the manufacturing facilities, floor drains direct waste or other potential pollutants into the city sewage lines, thus preventing soil and potential water contamination.

B. *Operational areas currently audited for pollution prevention*

- Mt. Pleasant (manufacturing facility)
- Brownsville (manufacturing facility)
- Freeland Station (distribution facility)

Summary statement on VF Workwear's efforts with subcontractor pollution prevention

Although, not currently a standard process with our subcontractors, we commit to the following for the LMA contract:

VF Workwear will work with subcontractors manufacturing LMA product to encourage pollution prevention. We will include discussions of their efforts as part of our annual subcontractor review. Lastly, along with price, quality, and country of origin factors, we will select new subcontractors who demonstrate environmental compliance (to include pollution prevention) and preferability above those that do not.

Environmentally Preferable Purchasing

A. *Corporate policy for purchasing environmentally preferable goods and services*

VFWW does not currently have an official policy statement regarding the purchase of environmentally preferable goods and services. However, we are committed to researching preferable goods and services and to encouraging our Risk Management Group to incorporate preferable purchasing goals into its policy statement.

B. *Status of environmentally preferable practices, research, and development*

Although we have pursued the purchase of recycled products, in many cases we have found it cost prohibitive. Currently, VFWW utilizes environmentally friendly oil, soil, and hand cleaners. We also purchase recycled boxes. We are currently in the process of centralizing the purchasing of office and cleaning supplies for all of VF Corporation. Therefore, when non-cost prohibitive preferable products are found, the entire corporation will utilize them. Again, we will encourage our Risk Management Group to make recommendations on preferable products to include in our centralized purchasing program.

With regard to garments, VFWW currently utilizes recycled coke bottles for the production of fleece jackets, vests, and hats. We are committed in our effort to pursue other environmentally friendly or preferable fabrics and garments. One such effort has been with our Highland Green research. These polyester blended products are made utilizing recycled coke bottles for the polyester element. We are still researching this initiative for wearability, price, and functionality. While still in its infant stages, we will continue with efforts such as these as a demonstration of our commitment. In addition to the polyesters, we also currently pursuing recycled acrylics. Any product innovations related to preferable garments and materials will be noted on our quarterly Innovation Report.

Environmental Management Systems

A. *Corporate policy as it relates to environmental performance, pollution prevention, and leadership*

VFWW requires all facilities to be environmentally compliant (which includes pollution prevention). We have demonstrated our commitment by ensuring that each facility meets the Ideal Plant Model (IPM) program, which includes an 88 page audit. A portion of this audit relates directly to environmental regulations and compliance. (Please reference the Audit Checklist and Rating Forms provided in our June 23, 2000 clarifications.)

VF Workwear's current policy statement references safety and a commitment to the community, which includes environmental concerns. Understanding LMA's level of commitment to the environment, we will encourage our Risk Management Group to separate safety and environmental issues and to develop a policy statement which directly relates to environmental compliance and preferability.

B. *Summary table of environmental training that employees receive*

Each plant has a Health and Environment Task Group comprised of 3-6 people and including the facility's manager. These task groups meet monthly to discuss potential environmental issues, chemical containment, first aid, and bio hazardous material containment.

Employees within our plants receive annual training on the following:

- Hazardous material containment
- Hazardous material labeling
- Bloodborne pathogen containment

In addition, we will train our customer service representatives on environmental compliance requirements and on our preferable product efforts, so this can be communicated to customers.

C. Summary list of employees who have environmental responsibilities in position description

CURRENTLY

Environmental Performance Coordinator
Safety Manager
Facility Managers
Facilities Engineer

WITHIN NEXT 5 YEARS

Director of Govt. and Military Affairs
Program Manager
Project Manager
Account Executives
Merchandise Manager
Sourcing Manager
Contract Managers
Customer Service Representatives
Customer Service Supervisor
Customer Service Manager

D. Summary of public outreach activities

Because VF Corporation does not perform work with potentially damaging effects on the environment, we have not conducted public outreach activities. However to demonstrate our leadership in the industry with regard to environmental concerns, we will participate and encourage our subcontractors to participate in WRAP (Worldwide Responsible Apparel Production). The purpose of this voluntary program is to demonstrate socially responsible business practices within the apparel industry.